



*Department  
of  
Education*

# **Task Order 101 – ERM Phase II**

## **ERM Help Desk Procedures**

**Revised - July 30<sup>th</sup>, 2002**

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## Introduction

The Help Desk for the interim ERM solution is being operated by ECMC - RPMC for the FSA's various channels and is housed in our St. Paul Headquarters located in Minnesota. The technical staff used to support this application consists of both our Help Desk Analysts and Acorde System Analysts.

Once the Help Desk is notified of an issue, the Help Desk staff will enter the information into our Help Desk tracking system and determine which level of support is required to correct the problem. The three levels of support are:

Level I: This level of support will be used to correct basic login issues. (e.g., password resets, adding new users, etc.)

Level II: This level of support will be used to correct basic system and network issues. (e.g., document index correction, database issues, etc.)

Level III: This level of support will be used to correct software issues that require the assistance of Optika's technical support team.

If the requester is not satisfied, or has not been notified of the receipt and resolution of their problem, an escalation process will occur as outlined in the following procedures.

## Help Desk Procedures for FSA- CMO Users

The following steps should be taken when you are experiencing technical difficulties with the ERM system.

1. Notify your local ERM POC (point of contact) regarding your particular problem. Please provide them with the following information:

Your user ID

When the problem first occurred (if recurring how often)

The type of problem

The error code received, if any.

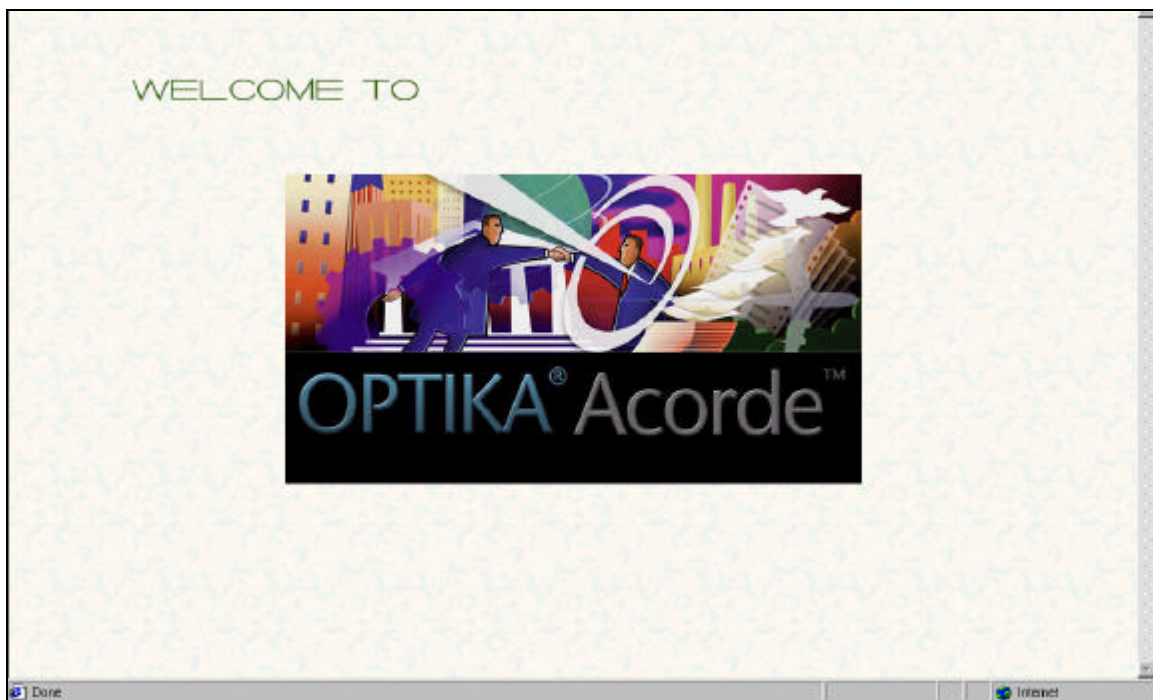
2. The ERM POC will then notify ECMC - RPMC of the problem.
  - a. The ERM Help Desk can be contacted via a link on the Acorde Web Access Viewer, or by sending an e-mail to the following address **ERMHELPDESK@MY2WAY.COM**. All messages will be forwarded to a pager, which will be monitored during normal business hours. Normal business hours are 8:00 AM through 5:00 PM CST Monday through Friday. When using the e-mail notification method, please provide the following information:
    - i. Your name
    - ii. The name of the person having the problem
    - iii. The Department/Channel you work for (e.g., FP, CMO, etc)
    - iv. Is this a request for a password reset? Yes or No
    - v. If not, what specific error code are you receiving? (refer to pages 5-6 for examples)
    - vi. Phone number of contact person
3. Within 10 minutes of the ERM Help Desk receiving the e-mail notification, an acknowledgment of receipt (AR) will be sent to the originator. For Password Reset Requests, the 10 minute notification will include the problem ticket number and the resolution. After the password is reset, the user is required to change the password the next time they log in.
4. For all non-password resets an update acknowledgement will be sent within 20 minutes after the AR and will contain the problem ticket number assigned, and the estimated time of resolution.
5. If the problem identified could have a system-wide effect, a broadcast e-mail message will be sent to all users identifying the issue and the estimated time of resolution.

6. If the problem resolution exceeds the original time estimate or the problem takes over one hour to fix, a follow-up e-mail or phone call will be placed. At that time, ECMC - RRMCM will provide a new time estimate and request any additional information needed to help close this problem ticket.
7. If you are unable to contact the ERM Help Desk via e-mail, you can use the toll-free phone number to call the pager, 888-732-0230, to initiate a Help Desk ticket. Please leave your telephone number so the Help Desk Analyst can return your call.
8. If you are unsatisfied, or have not received an acknowledgement within the time stated in steps 3 or 4, please call the Help Desk Supervisor at 651-303-8020.

**Unplanned Outages or error messages that need to be reported to the Help Desk**

1. Indications that the system may be unavailable:

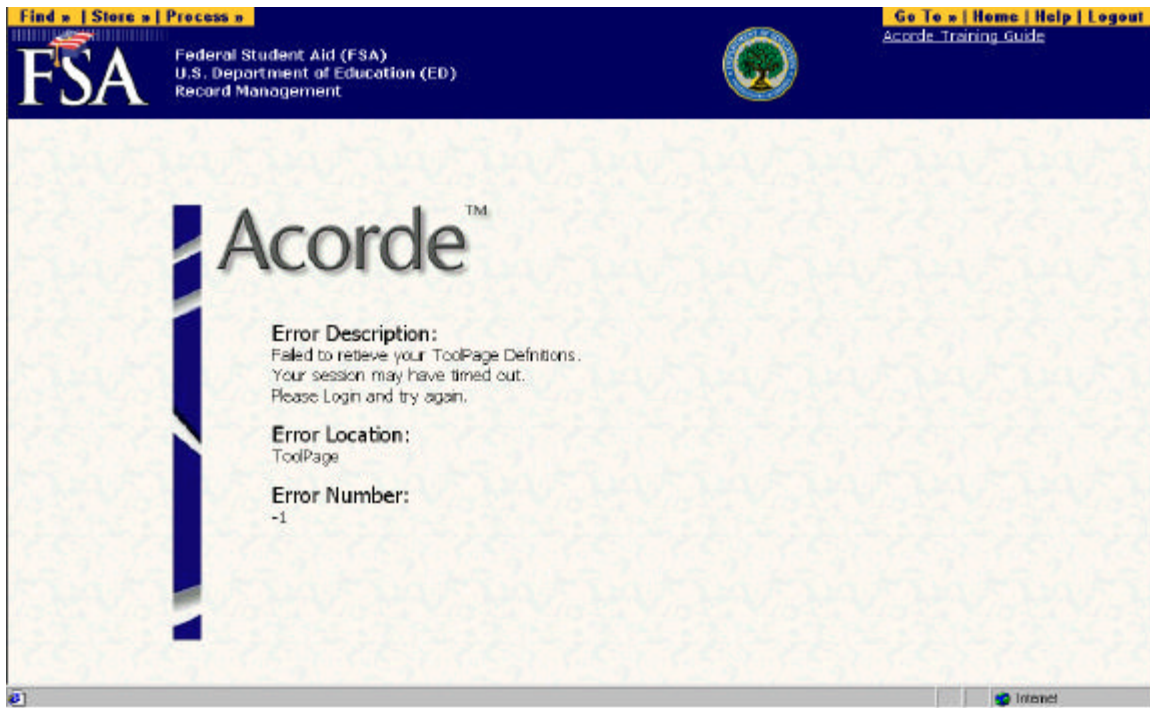
The logon screen does not display or Acorde™ splash screen will not disappear.



***Solution:***

Follow the Help Desk procedure outlined in steps 1-7 above.

## Other Error Messages:



Failed to retrieve definitions.

*Solution:* Your session may have timed out. Click on the Logout button in the top right corner of the browser. At the login screen, enter your userid and password.

*If this does not fix the problem, follow the Help Desk procedure outlined above.*

## **Index Change Request Procedures**

Documents with incorrect index information are reported to the ERM Help Desk and the ERM POC. Once a week the ERM Help Desk will make indexing corrections. Documents need to be rescanned if the pages in the document comprise two or more documents.

### **Indexing Issues**

Index corrections should be reported to the ERM POC and the ERM Help Desk. Please include your name and telephone number in all correspondence so that the ERM Help Desk Analyst can contact you for clarification when necessary.

The ERM POC and ECMC-RRMC will work together to determine whether the document needs to be rescanned or whether the indexes can be corrected without a rescan.

#### **A. Document rescan is required when:**

Two or more documents are combined. PDF files cannot be split. All pages must be rescanned and indexed as separate documents.

Documents originally scanned in a regional office using distributed scanning will need to be rescanned in the regional office. Documents scanned at the ERM location in Richmond will be rescanned there.

The ERM POC will notify the ERM Help Desk via e-mail when rescans are completed so that the incorrect document can be deleted. The document with incorrect indexes will be deleted by an ERM analyst.

#### **B. Document rescan is not required when:**

All of the pages comprise a single document, but one or more indexes are incorrect. The correct index values should be identified and reported using the format on the attached Index Change Request form for guidance.

The list of indexing corrections will include the current values and the replacement values for:

Entity ID (or OPEID), Entity Name (or School Name), Folder, Document Type, Recv Date, Review Date, PRCN, State, FY (or School Year)

The ERM Help Desk will compile a list of corrections from email messages received throughout the week. Once a week, the corrections will be updated in the Acorde database.

An e-mail will be sent out weekly notifying the ERM POC that all of the change requests for that week have been completed. This e-mail will include the ticket number, the old index information and the new indexes.



## **Help Desk Internal Procedures**

ECMC - RPMC Help Desk support staff will use the following steps to quickly correct any system problem.

Once an e-mail or phone call has been received, notifying the ERM Help Desk of the problem, the Help Desk Analyst will assign it to one of the following support levels:

### **Level I Support**

Level I Support consists of application issues that can be resolved by the Help Desk Analyst with little or no assistance from Systems Analysts.

For Level I Support issues, the Help Desk Analyst will complete the following tasks:

- E-mail Acknowledgement Receipt (AR)
- Open and log a problem ticket.
- E-mail a second acknowledgement (SA) containing the problem ticket number and estimated time of resolution.
- Send an e-mail requesting additional information, if necessary.
- E-mail the resolution.
- Close the problem ticket.

In cases where more information is requested and no response is received, the problem ticket will be closed 24 hours after the “additional request notice” is posted.

### **Level I Support – Password Resets Only**

When a request to reset a password is received, the Help Desk Analyst will complete the following tasks:

- Open and log a problem ticket.
- Reset the password.
- E-mail an acknowledgement receipt (AR), which will also contain verification that the password has been reset and the new password.
- Close the problem ticket.

The acknowledgement receipt for a password-reset request will be sent within 10 minutes of receiving the original request notification. The user will be prompted to change the password the next time they log in to Acorde.

In order to control password security, only e-mail requests from a Department of Education e-mail address will be accepted for password change requests. No requests from private e-mail accounts will be honored. The e-mail message must be from the user requesting the password change.

## **Level II Support**

Level II Support issues require the intervention of a Systems Analyst.

For all Level II Support issues, the Help Desk Analyst will complete the following tasks:

- E-mail Acknowledgement Receipt (AR)
- Open and log a problem ticket.
- E-mail a second acknowledgement (SA) containing the problem ticket number and confirmation that the issue has been escalated to Level II Support.
- Forward the original e-mail message to the systems analysts.
- E-mail updates, based on information from the Systems Analyst, every hour during analysis.
- E-mail the resolution, after the System Analyst has confirmed that the issue is resolved.
- Close the problem ticket.

The Systems Analyst will complete the following tasks:

- E-mail acknowledgement of ticket receipt to Help Desk, requesting additional information if necessary.
- Phone or E-mail updates to the Help Desk every hour during analysis.
- E-mail resolution to Help Desk with brief synopsis.

In cases where more information is requested, and no response is received from the originator, the problem ticket will be closed 24 hours after the “additional request notice” is posted.

## **Level III Support**

Level III Support issues require escalation of problems to the software or hardware vendor.

For all Level III Support issues, the Help Desk Analyst will complete the following tasks:

- E-mail Acknowledgement Receipt (AR)
- Open and log a problem ticket.
- E-mail a second acknowledgement (SA) containing the problem ticket number and confirmation that the issue has been escalated to Level III Support.
- Forward the original e-mail message to the Systems Analysts.
- E-mail updates, based on information from the Systems Analyst, as information is received from the vendor.
- E-mail the resolution, after the Systems Analyst has confirmed that the issue is resolved.
- Close the problem ticket.

The Systems Analyst will complete the following tasks:

- E-mail acknowledgement of ticket receipt to Help Desk, requesting additional information if necessary.
- Phone or E-mail updates to the Help Desk as information is received from the vendor.
- E-mail resolution to the Help Desk with brief synopsis.

In cases where more information is requested, and no response is received from the originator, the problem ticket will be closed 24 hours after the “additional request notice” is posted.

## **System Outages**

### **Planned Outages**

The ECMC—RRMC Acorde Web Server is available Monday through Friday, 6:00 AM to 8:00 PM CST.

System maintenance will be performed during evenings and weekend hours.

In the event that system maintenance must be performed during normal business hours, an e-mail message will be broadcast prior to the outage. A message will

be posted to the Acorde logon screen to indicate the time and length of the planned outage.

A broadcast e-mail will be sent to all ERM point of contacts with the following information:

- When the notification was received
- Who reported the issue
- The estimated time of resolution
- A brief explanation of the problem and what is being done to correct it

The ERM point of contacts can forward the e-mail on to the appropriate FSA user groups.

## Reporting

The help desk staff will generate monthly reports that contain information pertaining to the number of user requests and the average time taken to resolve user requests. These reports will be sent regularly to the FSA Project Manager.

Metrics contained within the reports would include the following:

- Total number of e-mail requests
- Average Response Time
  
- % of requests resolved within 24 hours
- # of requests resolved within 24 hours
- Average length of time to resolve
  
- % of requests resolved within 48 hours
- # of requests resolved within 48 hours
- Average length of time to resolve
  
- % of requests resolved over 48 hours
- # of requests resolved over 48 hours
- Average length of time to resolve
  
- % of Level 1 requests resolved.
- # of Level 1 requests resolved.
  
- % of Level II requests resolved.
- # of Level II requests resolved.
  
- % of Level III requests resolved.
- # of Level III requests resolved.

## **Security**

Security measures can be found in the updated security assessment documentation.

*(Refer to Security Action Plan and Security Risk Assessment Plan for details.)*

## Service Levels

<u>Description</u>	<u>Service Level</u>
System availability	6 AM to 8:00 PM CST
Help Desk Hours of Operation	8 AM to 5 PM CST
Acknowledge receipt (AR)	10 minutes from receipt of e-mail
Second acknowledgement (SA)	20 minutes after AR sent
Password resets	Within 10 minutes from receipt of notification
Problem resolution updates	Every 60 minutes until the problem is resolved
Level III problem resolution	Every 2-3 hours, or as new information is received from the vendor an e-mail will be sent.

As the ERM system experiences user growth and deployment to more business entities within FSA, these service levels will need to be re-visited and changed appropriately.

## **Glossary**

ECMC - RPMC – Educational Credit Management Corporation – Records and Receivables Management Company. Host company for Records Management applications.

ERM – Electronic Records Management

Help Desk Analyst – Primary contact for assistance with Records Management applications.

Planned Outage – Planned time for system maintenance during regular business hours.

SLA – Service Level Agreement

System Analyst – Technician primarily responsible for system maintenance and development.

System Outage – Records Management applications are not available.

Unplanned Outage – Time that the system is not available during business hours for unforeseen purposes.

Acknowledgement Receipt (AR) – This will be sent to notify the e-mail sender that the Help Desk as received their problem notification.

Second Acknowledgement (SA) – This e-mail will be sent after the AR and will provide any update information outlined in the procedure.



**Federal Student Aid – CMO**  
**ERM Index Change Request Form**  
**MM/DD/YYYY**

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Use or disclosure of data contained on this sheet is subject to restrictions on page 2 of this document.

## Document Change Log

<b><i>Feedback Received</i></b>	<b><i>Resolution</i></b>
1. Establishing a ERM point of contact may be difficult.	ECMC-RRMC strongly recommends the establishment of a single ERM point of contact for CMO users. However, until an ERM POC is established, any FSA CMO user may submit a user request.
2. Response times for password reset requests need to be quicker.	Time is required for ECMC-RRMC staff to ensure that the requester is a valid FSA user.  For password resets only, ECMC will accommodate the changes within 10 minutes of receiving the request.
3. Index change procedures need to be defined.	Index change procedures have been defined and an Index change request log sample has been included in this document.
4. Planned outages need to be communicated earlier.	FSA users will be notified at least 10 days prior to any planned outages. Also, whenever possible, all planned outages will be scheduled to occur after normal business hours.